

Job Profile

ERS Job Title: Pension Operations Manager

Internal Job Profile Summary

Working in a team environment, the Pension Manager leads a diverse team responsible for delivering all aspects of retirement benefits administration. The successful candidate will have strong analytical skills and hands-on experience managing a team of administrators in a fast-paced, service-oriented environment. Knowledge of defined benefit pension administration is preferred. This position requires a leader who is independent, self-motivated, analytical, process and control oriented and who embraces the challenges of change. Experience in Defined Benefit plan administration a strong plus.

Job Responsibilities & Performance Standards

- Demonstrated leadership skills, including the ability to plan, organize, coordinate, direct and control the activities of the assigned organization.
- Provides direction and oversight to a team of administrators to ensure compliant administration of the retirement systems
- Responsible for creating and maintaining a positive team environment
- Sets team member goals and objectives, provides coaching and establishes work assignments for team effectiveness. Addresses employee performance issues
- Hands on management of daily administration of retirement system including complex benefit calculations and the benefits process lifecycle (service purchases, refunds, estimates, retirements, and deaths)
- Provides direction to staff regarding unusual calculations
- Adheres to established controls and develops work instructions to support benefit administration processes
- Responsible for all aspects of process improvement (i.e. identify, design, develop, implement)
- Works collaboratively with the Director and the other Pension Manager to set division goals, measure performance, and ensure excellent customer service
- Communicates changes to administration or processes to administrative staff
- Successfully builds relationships and works with employees at all levels internal to the agency and across the state

- Capable of working well under pressure, able to prioritize multiple projects and able to come to consensus on issues
- Excellent communication skills with a hands-on approach to process improvements and effective problem resolution

Technical Competencies Required for Job

Regulations, Laws and Plan Provisions	<ul style="list-style-type: none"> ▪ Ability to independently apply regulations, law and plan provisions(handbooks) to determine eligibility and complete processing
Pension Software	<ul style="list-style-type: none"> ▪ Proficient with PARIS (or similar pension software); ability to independently access various PARIS screens to process a variety of transactions
MS Office	<ul style="list-style-type: none"> ▪ Proficient with MS Office; ability to use of basic Excel formulas for data manipulation
	<ul style="list-style-type: none"> ▪ Ability to export data from PARIS (or similar pension software) into Excel
Benefits Administration Processes	<ul style="list-style-type: none"> ▪ Ability to independently process transactions for all stages of ERSGA membership including Enrollment, Estimate, Retirement, Disability and Death
	<ul style="list-style-type: none"> ▪ Ability to identify financial and audit related transactions containing data conditions requiring exception processing

Statewide Core Behavioral Competencies Required for Job

Proficient Level Competencies Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
Accountability	Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public's trust
Customer Service	Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service
Results Orientation	Consistently delivers required business results; sets and achieves achievable, yet aggressive, goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals
Teamwork and Cooperation	Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others
Basic Level Competencies Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency).	
Judgment and Decision Making	Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia

Additional Behavioral Competencies Required for Job

Proficient Level Competencies	
Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency	
Communication	Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences
Organizing*	Able to keep projects moving toward completion; able to keep track of many things that must be done within a given timeframe; able to act according to priorities; able to balance workload demands
Basic Level Competencies	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency).	
Conflict Management	Addresses conflicts by focusing on the issues at hand to develop effective solutions when disputes or disagreements occur; helps others resolve conflicts by providing impartial mediation when needed
Creativity and Innovation	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking “smart” risks and learning from mistakes; develops multiple alternatives and understands the feasibility of each; effectively shares and implements his/her ideas
Cultural Awareness	Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect
Initiative	Proactively identifies ways to contribute to the State’s goals and missions; achieves results without needing reminders from others; identifies and takes action to address problems and opportunities

Flexibility	Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one's thinking or approach as the situation changes
Negotiation and Influence	Effectively represents his/her position on issues to gain support and buy-in from others; generates multiple alternatives to a problem to meet the needs of other stakeholders; works to achieve win-win outcomes that others can accept; appropriately utilizes settlement strategies, such as compromise
Problem Solving*	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking "smart" risks and learning from mistakes; ability to identify the root cause of a problem; able to apply general rules or principles to arrive at a solution
Professional Development	Demonstrates a commitment to professional development by proactively seeking opportunities to develop new capabilities, skills, and knowledge; acquires the skills needed to continually enhance his/her contribution to the State and to his/her respective profession
Teaching Others	Enhances the capabilities of the organization by openly and effectively sharing his/her subject matter expertise with others; supports a continuous learning environment by preserving and compiling intellectual capital which can be used by others within his/her work group, department and State entities, as appropriate

*Additional competency required for job but not included in the State's predefined competency list.

ERS Preferred Qualifications

A Bachelor's degree in an appropriate discipline and eight years of progressively responsible experience in a directly related field, or an equivalent combination of education and experience
